Touts at airports

1640. SHRI DEVI PRASAD SINGH: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government have noticed that the touts in the garb of travel agents are active at almost all the busiest airports of the country;

(b) if so, the action Government have taken to eradicate this problem; and

(c) the steps taken by Government to improve the service of ATM machines, pre-paid taxi services, reduction in baggage clearance time and better signage at airports?

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN): (a) and (b) Whenever specific complaints are received by the Airports Authority of India from the passengers about touts, these are investigated with the help of local police and necessary remedial action is taken. In addition, the Ministry of Home Affairs have also taken steps to curb this practice by introducing rotation system, assigning work at airports at short notice on daily basis and conduct of surprise checks by senior officers during flight timings.

(c) Pre-paid taxi service is available at the International airports at Delhi, Mumbai, Chennai, Kolkata, Thiruvananthapuram, Bangalore, Hyderabad and Goa and at the domestic Airports at Jaipur, Calicut, Pune, Bhubaneshwar, Varanasi, Udaipur, Mangalore and Indore. This facility will be introduced at other airports depending upon the traffic handled and requirement at these airports. Automatic Teller Machines (ATMs) have been installed at Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Jaipur airports. Signage conforming to international standards have already been provided at all international and major domestic airports. Baggage handling is provided by Airline Operators.